



## **Request for City Council Committee Action From the Department of Regulatory Services**

Date: May 2, 2003

To: Council Member Dan Niziolek, Chair of Public Safety and Regulatory Services  
Referral to

**Subject: One Stop Shop Report**

**Recommendation:** Receive and File

### **Previous Directives**

- On September 13, 2002, the Minneapolis City Council passed the Focus Minneapolis Resolution.
- On December 30, 2002 the Minneapolis City Council passed the Implementation of Development Services Interim One Stop Shop approving recommendations relating to staffing, space, parking, system and data quality tools to support integrated business process, and progress reports to implement the interim One-Stop Shop by June 1, 2003.
- On May 2, 2003, the Council approved a resolution to appropriate \$130,000 for One Stop Shop parking and space improvements.

Prepared or Submitted by: Ellen Dosdall, Acting Deputy Director of Development Review Services

Approved by: John Bergquist, Assistant City Coordinator \_\_\_\_\_

Presenters in Committee: Ellen Dosdall, John Bergquist, Merwyn Larson

### **Financial Impact** (Check those that apply)

☒ **X** No financial impact - or - Action is within current department budget.  
(If checked, go directly to Background/Supporting Information)

- ☐ Action requires an appropriation increase to the Capital Budget
- ☐ Action requires an appropriation increase to the Operating Budget
- ☐ Action provides increased revenue for appropriation increase
- ☐ Action requires use of contingency or reserves
- ☐ Other financial impact (Explain):

☐ Request provided to the Budget Office when provided to the Committee Coordinator

### **Community Impact** (use any categories that apply)

**City Goals:** Deliver consistently high quality City services at a good value to our taxpayers. Expectations: Improve Service Delivery, Service Delivery Opportunities, and Evaluate Service Delivery

## **Background/Supporting Information Attached**

The One-Stop Shop is a customer-focused initiative to integrate development application, review, permitting and licensing, and inspections activities within the City. Currently, many of these functions are operated as separate activities within a number of departments. These activities are carried out largely independently, creating gaps in information, requirements, technology, and processes, ultimately costing customers and the City time, money, and quality.

### **One Stop Shop Business Goals**

- Streamline and simplify the process for customers to get development application reviews, permits, licenses, and inspections.
- Provide quality land, permit, license, and inspection information.
- Give customers and employees access to the City's development processes and land based information.
- Improve customer access to the One-Stop Shop office.

There are many opportunities for coordinating these processes, ranging from co-location of essential customer services and integration through a workflow management system, to providing access to the development process to customers via the Web. The scope of the One-Stop Shop is to implement a phase 1 Interim plan by June 2003 and second phase One Stop improvements from 2003 – 2005. For the phase one Interim One Stop Shop, three objectives are being undertaken:

#### **Phase 1 Interim One Stop June 2003**

1. Provide citizens with the ability to obtain simple permits over the Web. Simple permits issued on the web in test by 3rd qtr. 2003; on line end of 2003.
2. Streamline application, review, and permit and license processes for high occupancy use projects (Restaurant, liquor, food). "Cookbook" for projects with these uses will be completed by June, 2003, and integrated into the workflow management system by Aug. 30, 2003.
3. Customer parking will be in place by June 2003.

#### **Phase 2 One Stop 2004 - 2005**

Phase two of the One-Stop Shop vision for 2004 – 2005 calls for the integration of all development application, review, permitting and licensing, and inspection services through a workflow management system embedded with GIS tools, process improvements, and case management staff, with additional customer access to services over the Web:

1. Complete cookbooks for all projects and integrate them into a workflow management system available to all departments.

2. Expand web-enabled applications, permits, licenses, and service requests for citizens and City employees.
4. Implement basic land management tools – required data exchanges, workflow management system, and GIS.

## **Management Initiatives**

In addition to using technology tools to create a One Stop Shop, several key management components will be employed, resulting in more direct and responsive services to the customer while generating productivity gains for the City:

- Case management and development coordination roles will be established at the One Stop Shop and filled by existing staff.
- Knowledge workers in the development process will be virtually or physically collocated at the One Stop Shop.
- The One Stop Shop will be a central collection point for all development – related fees.
- Project tracking and performance measurement against goals will be implemented using technology tools.

## **Budget and Productivity Gains**

Ultimately, the success of the One-Stop Shop is dependent on the commitment of executive, business, and technical resources from many departments in the City and our stakeholders. A budget, funding strategy, and resulting productivity gains has been proposed to the departments participating in the One Stop Shop, including Business Information Systems (BIS) and the City Coordinator. The proposal will be submitted to the Technology Steering Committee on May 20 for their consideration, and if approved, will be submitted to appropriate Council Committees for funding decisions.

The One Stop Shop budget proposal calls for modest investments from Regulatory Services, Public Works, Fire, and CPED in the One Stop Shop implementation from 2003 to 2005 and information technology capital funding. The productivity returns are conservatively estimated to recoup the following investments within two years:

<b>One Stop Shop Total Budget</b>	<b>\$976,800</b>
<b>Total technology capital investment</b>	<b>\$551,800</b>
<b>Total from existing department operating budgets:</b>	<b>\$310,000</b>
<b>Total from existing BIS operating budget:</b>	<b>\$115,000</b>

